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SERIAL NUMBER 09/921,275	FILING DATE 08/01/2001 RULE 1.47	CLASS 709	GROUP ART UNIT 2151	ATTORNEY DOCKET NO. 020366-077710US
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APPLICANTS

Richard S. Cerami, Denver, CO;
Timothy Figueroa, Aurora, CO;
Roxanna Storaasli, Denver, CO;

**** CONTINUING DATA *******

THIS APPLN CLAIMS BENEFIT OF 60/222,791 08/01/2000

**** FOREIGN APPLICATIONS *********IF REQUIRED, FOREIGN FILING LICENSE GRANTED**

** 09/08/2001

Foreign Priority claimed <input type="checkbox"/> yes <input type="checkbox"/> no	STATE OR COUNTRY CO	SHEETS DRAWING 11	TOTAL CLAIMS 9	INDEPENDENT CLAIMS 2
35 USC 119 (a-d) conditions met <input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> Met after Allowance				
Verified and Acknowledged	Examiner's Signature	Initials		

ADDRESS

20350

TITLE

Proactive service request management and measurement

FILING FEE RECEIVED 870	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:	<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit
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